

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Linda Light, Complainant vs. Missouri)
Gas Energy, Respondent.)

Case No. GC-2008-0045

CONCURRING OPINION OF COMMISSIONERS ROBERT M. CLAYTON III AND KEVIN D. GUNN


These Commissioners concur in the Order Dismissing Complaint with Prejudice. The Complainant verified on the record that she received the relief she requested and that the case could be dismissed. However, these Commissioners feel compelled to acknowledge the Complainant's concerns with the customer service she received from the company in her two-year ordeal to resolve her legitimate service problem. The Complainant filed a formal complaint in August of 2007 after spending more than a year attempting to get information and resolution of her billing inquiry. She also did much of the investigation herself by talking to neighbors, hiring an energy consultant and a plumber. This formal complaint may have easily been avoided if the Complainant had received prompt and courteous customer service from the company. The Complainant's experience with the company's customer service was, at the very least, frustrating, to a customer in good standing and, at worst, beneath Commission standards of acceptable customer service. The delays in responding to her inquiries are unacceptable and the treatment she experienced from company representatives are below any industry standards.

Lastly, these Commissioners have concerns with the process staff is using to investigate complaints. These Commissioners would urge staff to thoroughly interview

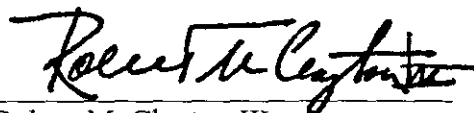
complainants during its investigation to fully learn all of the facts in compiling its recommendation and in attempting to reach an equitable resolution. Staff's recommendation would then be complete for consideration by the Commission.

For the foregoing reasons, these Commissioners concur.

Respectfully submitted,



Kevin Gunn,
Commissioner



Robert M. Clayton III,
Commissioner

Dated at Jefferson City, Missouri,
on this 12th day of June, 2008.